

After a dreadful experience with another provider who sold me a phone and illegally never turned it on leaving me with a phone for \$249.26 which they never activated and threatened me and after weeks waiting for answer to my demanded sole form of communication by fax, I was given less than half a day to "port" my number. Phone refund and their penalties for breaking 2 contracts remain pending.

Now, I felt foolish as I chose T-Mobile who sold me the same phone but with a SIM card (Blackberry9900) BUT on the wrong plan. I chose Classic which meant \$129.97 but they or he (Max/or rather Imran(they seemed to change their names for fear of bias or?), had enrolled me in this Value Plan an over cost gouging plan with ridiculous costs totalling to over 600.00. The store and Max/Imran kept me until the phone came but unlike the Verizon franchisers who took care as if a client, Smarttalk Wireless dropped you once T-Mobile had gotten the phone to you (and they must get paid then their commission). Just as in the past case with other providers this store transferred my data from Desktop software and it got all corrupted from other users on that SIM card it seems (the phone so old could only call 611) Then we found the smart phone was totally broken: unable to type single words or letters in texts or emails and was not English though Max/Imran called it a language issue. So whereas they were TMOBILE and I was criticized calling them once a franchise - we are tmobile104@gmail.com see we are TMobile, then I was forced to pay UPS over 24) to return phone and though Customer Care promised refund of the difference in plans (the store charged me \$100 and Washington T-Mobile 151.97 between plans on my Citi MC credit card and also for the UPS cost when I gave them tracking number and Dee qith whom I gave the details said the refund was being arranged and to go back to SMART Talk and get another lender phone for 4 up to 6 days, working was a man unknown that Sunday who called Max/Imran who told him to give me the relend but another man speaking Urdu or Arabic or ? told him to take it backn Then this young man just went into my bag and removed the phone and despute all he refused to call Max/Imran back. He called the police as I tried to get Imran myself and police from the 24th P. WARNED me to stay away as they were not safe they thought. The female officer even called me back to remind me to stay away. So despairingly I went to T-Mobile store at W.96 and had to pay \$100 for this lender phone which was even older than the franchise and, I really had no idea how to use it. am sure there my SIM card was by the end filled with 100s of names including moms and mine had died. It was hell. But the biggest hell was that no one is in charge. You speak with managers and supervisors but not one can reach the other and each promised immediate refund on my credit card of the money and none did it except one who sent 144n(ot even a number I can iddentufy) to CITI and that was after being told from day 1 to refund me by crediting my Visa since I left Citi or by check. The phone sent ny UPS ON 12/9/12 ARRIVED ON 12/13 AND TRACKING WAS 1Z204f131216929024 but when I checked no creditnwas issued and on 13th a gitrl said that they were waiting for return and now were refunding the two charged. Day after day I spoke with supervisors and managers and then Angel a Supervisor in Customer Care gave me numbers to fax doe Customer Crae and for Consumer Credit and a third number that did not work and said we dont see the change -ao on 1/4 after days of calls and missing the holidays and promises by countless supervisors and managers o WAS PROMISED to fax to

1800-4239236 (customer care) and get that cost (\$10) plus the items promised since day 1 10/19/ and since send the bill from the franchise to the three and I did and it was 2.00 for page 1 and \$1 FOR EACH AFTER and I was supposed to include bill and a girl named Wendy ,. ID# 177148568 AT CONSUMER CREDIT (1800-423-9236) SAID SHE WOULD REFUND IN 30 MINUTES ON MY VISA THE \$100, THE \$151.97 CHARGED BY Wash state T-Mobile and the UPS 22.09 AND THE 31.34 they forced me to pay for THEIR BROKEN PHONE AND MESSAGE phone charges of texts sent to them about this mess but again nothing.

Then another manager Gary said they had no record they T-Mobile charged and I had to re fax the Citi statement again and the franchise and no one could speak to any one else. I even got called from executive office for a fax and gave them numbers I had faxed and said you owe me already so much but she wanted her fax and no one knew her number - could this really be a US company with no one knowing their executive office names and numbers??

For weeks I waited and then I had had it so I made one last effort as I kept getting these ridiculous bills and nothing was being called on these phones but them and I spoke for 4 hours maybe and she said PK I GOT ALL THAT WE OWE YOU ALL THE BILLS YOU HAD TO PAY TO NOT GET YOUR PHONE TURED OFF, THE SHIPPING THE WRONG PLAN ETC. AND GUESS WHAT NOTHING WAS REFUNDED. She was supposed to call back and then never did.

I CALLED AGAIN AND ANOTHER MANAGER SAID ITS BEEN CREDITED so your bill is low. I was ready to blow up. LOW ALL I had done for over month was speak to these lousy company reps who cannot really work for a serious American Company and they used it to pay themselves and self aggrandize and I was out hundreds to thousands.

I called said pick up your phone I AM NOT COVERING YOUR ups cost that you still never got to me and switched providers.

There is a real problem no one is in charge.

The FCC must assume some responsibility! the banks won't cover any abuse of funds like a normal reg E. Forget it.